

CHUCK E FOCUS

Week 26 – June 30, 2017

1707 Market Place Blvd Suite 200
Irving, TX 75063
972-258-8507



Let The FUNshine!



Summer My Favorite Fun Contest

July 14th – August 11th

CAST MEMBER SPOTLIGHT OF THE WEEK



CENTRAL

Meet Gracie Myers, Cast Member in restaurant #582 Abilene. Gracie has been a super star with Chuck E. Cheese for 5 months now and counting! Gracie always comes into work with a positive attitude. She is also a very self-motivated individual and brings a smile to everyone's face she encounters. Gracie is a star power lifter at her school and when she has free time she is practicing her welding skills. She plans on being a professional welder when she gets older.



SOUTHEAST

Meet Mariel Perez, Team2 Trainer in restaurant #426 Lakeland. Mariel has been a super star with Chuck E. Cheese for over 2 years and has followed in the footsteps of her brother and sister who were both Team2 Trainers. She started in Game Room but has cross-trained at Cash and Showroom boasting excellent hospitality grades in each area she touches. Always willing to go above & beyond, Mariel wants to become a Pediatrician one day, all while working her way up to become a Manager at CEC.
Way to go Mariel!



WESTERN

Meet Dawson Birchall, Cast Member in restaurant #620 Yuma. Dawson has been a super star with Chuck E. Cheese for 1 year now and counting! Dawson's hospitality and personality is like no other. Since he started with Chuck E. Cheese, the entire atmosphere in the restaurant has completely changed for the better. He is the FUNctions Team2 trainer as well as one of our Ambassadors of Fun. He is always making sure that the Fun Factor is driven among Cast Members, Managers, and especially guests. Guests love him! He is not afraid to attempt anything to make a guest smile, even going as far as shoving a cupcake in his own face at a party he hosted just to make his birthday child laugh. Dawson loves theater and dreams to become a comedian one day.



dear chuck e...

I took my 7 year old Grandson to your facility for the day. He earned 400+ tickets, but came up short for the prize he wanted. Your Cast Member, Medina, was so very nice to both of us. After showing him a few different prizes he qualified for, my Grandson asked if I could just buy him the Chuck E. Cheese doll he wanted. Medina informed me that I didn't have to pay the entire \$9.99 for his prize, and that we could apply his tickets and just pay the difference. In a very pleasant way, Medina went above & beyond to help me satisfy the desires of my grandson. I appreciated her kindness so much that I actually went back to the gift shop counter to get her name in order to leave this comment on your website. I am retired now and in a lot of pain after following my Grandson around; but when I

worked, I was the Customer Service Manager for a busy digital printing company. As such, I appreciate Customer Service, courtesy, consideration and a solid work ethic more than most people. I believe that, perhaps in Philadelphia more than other places, good employees are hard to find. I try to support local businesses in many ways, one of which is letting them know when they have an employee they should value. Medina is an exceptionally sweet young lady and I think you should reward that behavior in whatever way you handle that sort of thing.

Northeast Region
Philadelphia, PA #437
RVP Jim Brawley
DM Jon Fiorentine
GM Missy McFadden
Cast Member Medina

I took my two grandchildren to your Dublin Chuck E. Cheese's. We had lunch and they played games. The food was surprisingly good; best chicken wings I've found in the area. The salad bar was delicious and fresh, the place was clean, and the staff friendly and helpful. I wanted to especially comment on two employees. Amber was super pleasant and helpful. When each of my grandchildren said they wanted a cheese pizza, she pointed out that I could save a little by buying a medium rather than two individual. When it came time to purchase game points, she told me the best deal was 100 points for \$25, the internet coupon. Later, there was an issue with my autistic Grandson's game card. Your Cast Member, Jacinta, handled the situation efficiently and to my complete satisfaction. Thank you for all you do!

Western Region
Dublin, CA #322
RVP Tim Kerum
DM Louis Deignan
GM Gerald Aguinaga
Cast Members Amber and Jacinta

My family and I visited the Douglasville Chuck E. Cheese tonight since the rain kept us away from Six Flags, and I wanted to let you personally know the experience we had. My children are 19 and 15, but we used to go to your restaurant all the time when they were younger. My daughter had her boyfriend with her who turned 19, and I mentioned that it was his birthday when I came in. A gentleman named Jonathan made us feel extra "special" especially him and we appreciate that so much. He had a smile on his face and was so kind. He had the best customer service and I wanted to let you know how much that meant to us. It was a great time for our family and having someone with a smile and kind words is a great asset to your company. This gentleman was only 17 that worked there but he enjoyed his job and it showed. I just wanted to let you know he deserves a pat on the back because it's people like him that make the world a better place.

Southeast Region
Douglasville, GA #613
RVP Bill Eich
DM Joe Risnear
Cast Member Jonathan

anniversaries

5 YEARS

Ariel Sagucio ~ Location 420
DeVonte Thompson ~ Location 454
Alyssa Carroll ~ Location 960

10 YEARS

Josefa Ramirez ~ Location 105
Barbara Bryer ~ Location 120
Jeff Annilus ~ Location 435

I wanted to leave a review for our son's 4th birthday party at the Chuck E. Cheese in Abilene. It was an absolutely wonderful experience. The manager and party host went above and beyond. They were so attentive, extremely happy and helpful. It was so much more than I expected. This location deserves credit for doing such a great job, thanks!

Central Region
Abilene, TX #582
RVP Chris Kelly
DM Eric Bargas
GM Cassandra Mills

learning & development

REFRESHER!



GLUTEN FREE CRUST

Try a delicious gluten-free pizza made with a Certified Gluten-Free crust and select gluten-free toppings.
\$5.99 CHEESE Add topping 89¢ each

Our gluten free crust is prepared in a common kitchen with the risk of gluten exposure. Therefore, Chuck E. Cheese's DOES NOT recommend this pizza for guests with celiac disease. Guest with gluten sensitivities should exercise judgment in consuming this pizza.

As your OPCO runs out of our current Gluten Free Pizza, you will start receiving our new Gluten Free Crust! (many restaurants already have this crust).

Please review these key points to know about preparing these new pizzas:

- The crust is not topped. You will need to pull from the freezer when ordered, sauce & top, then **COOK ON PARCHMENT**. The Parchment will prevent the crust from burning as well as reduce cross-contamination.
- **DO NOT THAW**; cook when frozen.
- The crust is topped just like an individual pizza. All of our toppings are gluten free (unless you happen to still have crispy onions).
- It is important to know that while the crust and toppings are gluten free, our kitchens are not. Due to this we will refer to this pizza as **GLUTEN FRIENDLY** rather than Gluten Free.
- We will still utilize the same knife & cutting board that we use to cut all of our other pizzas. The only change: **DO NOT BUTTER** the crust. This will help limit cross-contamination.

If you have any questions, please reach out to your L&D Manager at learning@cecenterentertainment.com



Team Winchester #119!
Awesome job with a recent block party!



coming soon!

In a few short weeks you will be receiving a Dippin' Dots bell. Please follow the following instructions on how to secure this bell on the top of your Dippin' Dots station.

Bell Mounting Instructions:

Bell should be mounted on the top of the sneeze guard in the left or right corner as seen in picture



- Wipe bottom rim of the bell and sneeze guard area.
- Run a bead of Clear Silicone around the bottom lip of the bell and place onto the sneeze guard with logo facing towards the guest.
- Proceed to run an additional bead of clear silicone around the bottom edge of the bell once it is in place.
- The silicone will need a few hours to fully dry so it is suggested the bell be installed early in the AM when your Tech first arrives, or at closing so it may dry overnight.

DO NOT USE A GLUE OR ADHESIVE FOR MOUNTING – USE CLEAR SILICONE ONLY

Clear silicone will allow for the bell to be carefully removed and reinstalled in case the sneeze guard ever needs to be replaced. To uninstall, run a razor blade through the bead of silicone to remove the bell. Proceed to clean the base of the bell and reinstall.

Questions? Please contact merchandise at
merchandise@cecenterentertainment.com



Reminder!

Please double check your ship to address for SPT Distribution in Topeka. It should be:

SPT Distribution Inc.

7215 SW Topeka Blvd.

Forbes Industrial Park Bldg. 6-D

Topeka, KS 66619



**Above & Beyond special
Birthday moment –
making our guest's
special Pokemon
requests come to life!
~ Team Melrose Park
#054 ~**



**The Support Center will be closed
on Tuesday, July 4th in observance
of Independence Day. We will re-
open for normal business hours on
Wednesday, July 5th.**



Reminder!

What?!

You've got to go to court?



DO NOT DELAY...

Send all Subpoenas to Vernell Today!

If you receive a subpoena in the mail, be
sure and send a copy ASAP to Vernell

Mobley in legal at

vmobley@cecentertainment.com



**Alex Hickey – Central Intelligence
Regional Ambassador!**

NATIONAL SUNGLASSES DAY...



A UNIVERSAL HOLIDAY

**Sending out 1 quick communication to
your Ambassadors to help promote**

- ✓ FUN
- ✓ Culture
- ✓ Merch Sales

Nicely Done!



PHILLY CHEESESTEAK LTO



Your new LTO – Philly Cheesesteak Pizza starts this Monday!

By now you should have received:

- ✓ **POP Material from Marketing**
- ✓ **SMTS Sheet and Build**
- ✓ **All specialty food products**
- ✓ **Whisk**

If you are missing any of these items, please contact your L&D Manager immediately so we can track down these materials for you.

We want to ensure you are fully equipped to execute this amazing new LTO – Let's start this quarter off with a BANG!



Practice Makes Perfect!
Great job Team Denton #310 ~ perfecting your skills on the new Philly LTO!



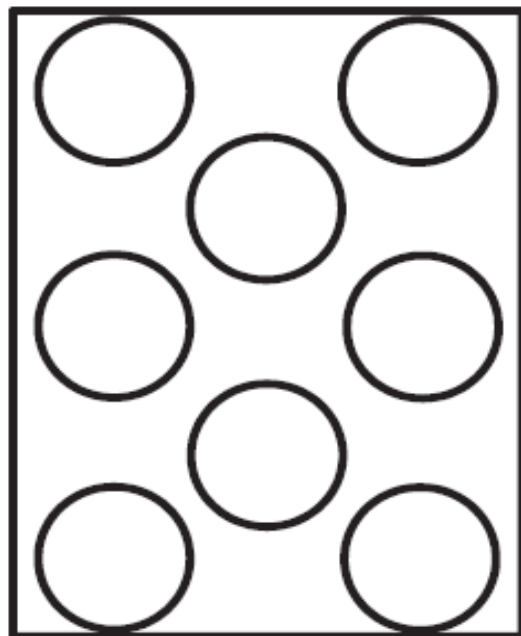
CHUCK E. LEARNING

DOUGH

Your dough production sheet has been updated!

It now reflects the new standard of 8 Extra Large buns per tray. The previous standard was 12 per tray.

This update will improve the quality of the dough by allowing them to rise to their fullest without sticking together.



Extra-Large
(8 per tray)

Questions? Please reach out to your Regional L&D Manager at learning@cecentertainment.com



RISK MANAGEMENT

SAFETY REMINDER

Your 2nd Quarter Safety Checklist is due! Please have it completed and submitted to the Risk Management Department by the end of the day **July 3rd** by emailing it to risk@cecentertainment.com



CHUCK E. CHEESE'S

HOT JOBS general manager

367 ~ Ladera Heights, CA	665 ~ Olathe, KS	893 ~ Norman, OK
378 ~ Laguna Hills, CA	767 ~ Baton Rouge, LA	937 ~ Amarillo, TX
399 ~ Rohnert Park, CA	359 ~ Dearborn, MI	548 ~ Virginia Beach, VA
404 ~ San Jose Kooser, CA	794 ~ Maple Grove, MN	300 ~ Olympia, WA
761 ~ Santa Maria, CA	562 ~ Gulfport, MI	604 ~ Madison, WI
	736 ~ Columbus NW, OH	

tech manager

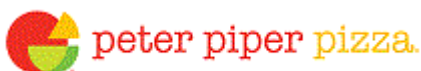
671 ~ Little Rock, AR	617 ~ Albany, GA	540 ~ Lancaster, PA
108 ~ Redwood City, CA	829 ~ Muskegon, MI	860 ~ Sioux Falls, SD
200 ~ Modesto, CA	564 ~ Memphis, MS	970 ~ Memphis, TN
439 ~ National City, CA	471 ~ Newington, NH	856 ~ Waco, TX
613 ~ Douglasville, GA	524 ~ Middletown, NY	604 ~ Madison, WI
615 ~ Fayetteville, GA	374 ~ Jacksonville, NC	842 ~ Milwaukee, WI
	547 ~ Mayfield Heights, OH	

DISTRICT TECH MANAGER

District Tech Manager

Based in Vestal, NY

Please visit www.chuckecheese.com/careers to review all open Chuck E. Cheese positions



interested in a peter piper opportunity?

General Manager
General Manager

Green Acres, FL #1266
Las Vegas, NV #1256

Please visit www.peterpiperpizza.com to review all open Peter Piper Pizza positions